Fuel FORUM Minutes
October 14th, 2004

- Fuel Network Overview
- Wright Express – This is a pilot program being tested. The information that we are getting is not providing accountability for the data.
- Remember: The Gascard is assigned to the vehicle and the PIN is assigned to the employee (**C**ard w/**C**ar, **P**in w/**P**erson).
- Can the Supervisor cards have a PIN # attached, worried about the cards being used by other people. Suggested not to write pin number on gascard.
- Reassigning Gascard – DON'T!!! Do not reassign them. Delete old card and get a new one for the new vehicle. Although this policy is only for State agencies, it is recommended that Non-State agencies do the same. It is just wise.
- PIN will need to be changed when employee moves to a different agency. Or needs to be move to a different Account.
- Restricted Fuel Diesel/Unleaded. Fuel can be restricted to purchasing either type of fuel.
- Selection of PIN #'s is a random process by the system.
- www.fleet.utah.gov gives a lot of valuable information. Go to the Services tab then to the fuel selection.
- Can vehicles fuel in and out of the state? Currently all vehicles have the capability to fuel out of the state. If one desires to limit one vehicle, the entire Account will need to be limited.
- Documentation of vehicle – When State agencies request a Gascard, please include the Vehicle Id or License Plate Number in the description field.
- How can we better serve you?
- Restrictions – Customer feedback = Not restricted for out-of-state purchases.
- GASCARD issues in Montana, possibly communication connection problem.
- Please communicate pump problems promptly to help desk call 538-3440.
- Sinclair uses the National Banking System (NBS); this system has put a limit of $50 that is beyond our control. The user will need to run the card twice if purchase is more than $50.
- Even though the restriction is in place, Sinclair is good because you can do everything at the pump (run card, enter PIN, mileage, etc.).
- All Sinclair Stations accept the GASCARD. So do Tesoro's and Conoco's.
- Not all Arco in Reno Nevada will not take the GASCARD; the station attendants at Arco don't know how to handle the gascard. It is a **pay at the pump only**, they also need to use the pin number and odometer as one 10-digit number.
- Most sites currently have unleaded fuel.
- Supervisor Card – DFO is looking into the ability to assign one card to one or two people.

- If you're using cards to fill equipment w/out meters it must be specified that the equipment doesn't have a meter when you fill out the Vehicle Worksheet (otherwise problems will occur at the pump). You'll still need to put in an odometer reading only because the reader needs it to move on to the next step. Nothing will become of it though.
- Workers transferred to different districts – The PIN number will work within the same account (department). Changing Departments requires a new PIN Number.
- If Phone lines drop, the reader recognizes the card, but not the restrictions.
- On average, the response time is 1 – 2 days for PIN and Gascard requests.
- Premium Fuel Pumps – If you have Premium Sites it is HIGHLY ENCOURAGED to drop it to Mid-Grade for six months then drop it to Unleaded.
- SLCC cycling above ground storage tanks
- What can be purchased on the GASCARD? Each customer can set the amount on their cards. You must include this information on the Vehicle request form or we will leave the amount at $0.
- State Agencies have a $5 p/month limit for fluids and a $30 p/month for Car washes. Please use ARI whenever possible though.
- FleetNet training (the software that tracks all Gascard information) is available to Non-State and Higher Ed customers.
- Orem City enjoys the new system.
- Can users insert their own information? Data integrity is important for the fuel network, and at the current time access is limited. Agencies will begin with View Access only. Those who wish to have update capabilities must speak with Jeff to create a partnership, memo of understanding, etc.
- Accessing the new information is done at www.fleetnet.net. Access will not be available until an account log-on is acquired
- Keep in mind that the more accounts an agency has, the more time it will take to roll out the training.
- Access will be granted on a first-come, first-serve basis beginning today. (A list went out at the FORUM for Agencies to sign up).
- Excitement about signing up for the new system.
- Training can be done via WebEx.
- Paying bills could possibly b done electronically.
- Everyone has the option of using Electronic Funds Transfer.
- Those who are set up to have access to their accounts can look at the on-line bill.
- Fleetcor, could possibly go to your account and receive funds.
- Reimbursements – Regardless of how the fuel was reimbursed, it MUST be entered into Fleet Focus as an external Fuel Ticket.
- Fleetcor has purchased GASCARD and at the current time most stations will accept the GASCARD, there is the possibility that the attendant doesn't know the card is accepted there.
- 800#'s a great resource for answering questions. After hours help is also being helped with the 800 #.

- If your gascard doesn't work and you have to pay for the fuel. State agencies can fill out the reimbursement form and send in the original receipt for the fuel and we will reimburse the employee or a station. After transaction verify proper procedures are followed.
- The last 90 days of transactions are kept in FleetNet.
- If card is run three times in a row and mistakes are made each time (fat fingered PIN Number, Fuel Type, the reader timed-out, etc) then the entire site is shut down and DFO need to know so the site can be eactivated…This does not happen at commercial sites. Call 1-800-378-3440
- Site managers at state sites can re-set their own pumps. You need to call and talk with Bob Seele or Todd King, and they can walk you through the process. Call 1-800-378-3440
- When new updated site controllers are installed, the site could possibly be reset online.
- The Fuel Web Site is going to be modified.
- The Premium Fuel state mandate says that if a state agency is using Premium Fuel, DFO can charge extra for it.
- DFO is going to send a memo regarding the use of premium fuel so that FORUM attendees can take it back to their respective agencies.
- A more detailed documentation of the Premium Fuel presentation will be posted.
- E-85 at SLCC needs to be used can you please help us and fill your E-85 vehicles there.
- Supervisor Cards can be used for items not strictly fuel, but will need to be entered with an external fuel ticket.
- SLCC and Snow College have bulk PIN's. The easiest way to get new PIN's is to contact the fuel network.
- Entering Operator Id's is an easy process. Training is available!
- If you would like to document your vehicle in Fleet Focus that can be accomplished for a small fee. If you would like to document your employees and have their Driver's Licenses checked weekly, this can be done for free.
- Driver's Licenses are updated weekly, and invalid licenses are sent to the corresponding contact.
- Operator Id's can be entered by each entity.
- Traffic Tickets in state vehicles need to be taken care of by the person receiving said offense.
- Out of State Drivers License, allow no information to be gained therefore will always be "valid"
- Capability to Activate and De-Activate those drivers licenses when applicable.
- With ODBC access you have the capability to create your own queries.
- How can we make the Fuel FORUM better for you?
  o Earlier times
  o More appropriate accommodations
  o Softer Seats

- o Rotate Sites
- o Agencies could possibly host the FORUM

The following are questions that were submitted upon registration. Since we were not able to specifically address them at the FORUM, the answers are provided below:

1) *What are the best reports to run for fuel usage. I would like to give a report to each department that has a vehicle so they realize what their employees are doing. I would like to see a web report that you can run all vehicles at once and not just one vehicle at a time. Maybe there is one and I am not aware of it...*Submitted by: BARBARA YOUNG w/UVSC

   ANSWER: Right now, the best report for you, Barbara, is probably the Fuel Usage Report listed in FleetFocus. An example of the report and guidelines for how the read the information has been included on the Fuel FORUM WebSite. Click on the .pdf file titled "Example of Fuel Usage Report". For more information contact: Angie Watson (angiewatson@utah.gov)

   There are very good reports available in FleetNet, too. For training on these reports contact: Kathryn Anderson (kathrynanderson@utah.gov)

2) *Receiving updated Fuel site information to match DIVICENO's in the GasCard system....*Submitted by: CRAIG MILLER w/SALT LAKE COUNTY FLEET MANAGEMENT

   ANSWER: Craig, please contact Jeff Done to further discuss this issue (jeffdone@utah.gov)

3) *I need to go over again how to set up a operator Id in Fleet Focus. I also want to talk about how to print out the monthly reports on the reports website. I cannot make them fit the correct paper size and need to know how to do that...*Submitted by: ROSEMARY OLSEN w/DWS

   ANSWER: Rosemary, we are going to be having some WebEx Trainings on Operator Id's. They will begin in November. Using WebEx to do these trainings enables you to attend the training without ever leaving your computer! We will be sending out an email announcing the schedule within the next week. In addition, I would be happy to show you how to print out the web reports in the size you would like. Please contact me: Angie Watson (angiewatson@utah.gov)

4) *Process on how fuel is ordered...Process on how the IT hotline works...*Submitted by: BRENT HOLMAN w/PROVO CITY CORPORATION

ANSWER: We are in the process of setting up a new system for monitoring the fuel levels in the tanks. This system will be more accurate and reliable. Our practice for most tanks is to order more fuel before the fuel levels reach half a tank. For more information contact: Michelle Austin (michelleaustin@utah.gov)

5) *fuel sites that we have trouble fueling at that won't except the gascard for some reason...*Submitted by: *JOE WILDE w/DIXIE STATE COLLEGE*

ANSWER: There could be a number of problems. We will need more information to determine the problem for example: the station or site, card number, pin, error message, etc. Please contact us with this information and we will gladly check it out. Either call the Help Desk (#1-800-678-3440) or contact Karen Kraus (karenkraus@utah.gov)

6) *This is just minor but would be helpful. Thanks for considering it. Currently I fill out the request form on-line for a gas card request and pin number and send it as an attachment. Could I get my response back via e-mail rather than by fax? It would be helpful so we don't have to waste the paper. Thanks....*Submitted by: CAROL BARTZ w/SLCC

ANSWER: Yes we can and should email the request back to you. It may help if you would mention you would like your request emailed back. But, generally, we should email your request back to you. I apologize if that hasn't been happening. For more information contact: Karen Kraus (karenkraus@utah.gov)

7) *Invoice format is sorted by vehicle number - We have vehicles with a zero preceding the remainder of the number. These zeros are ignored and sorted by the next available number. Can this be fixed? Thanks...*Submitted by: CARMA GALLOWAY w/DUCHESNE COUNTY SCHOOL DISTRICT

ANSWER: Until you get access to your online web account I can email you your vehicles in an Excel spreadsheet so you can sort them the way you need them. For more information contact: Karen Kraus (karenkraus@utah.gov)